

**METHOD AND APPARATUS FOR PROVIDING LOCATION-SPECIFIC  
RESPONSES IN AN AUTOMATED VOICE RESPONSE SYSTEM**

Abstract of the Disclosure

5 A method, apparatus and computer program product provide location-  
specific responses in an automated voice response system. A microphone  
signal is received from each of a plurality of microphones. The microphones  
are located within a defined environment. A spoken command is identified  
utilizing voice recognition responsive to the received microphone signals. A  
10 sound origin or sound location vector is identified responsive to each  
identified spoken command from respective ones of the plurality of  
microphones. A response command is provided based upon the identified  
sound location vector.